GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1963
ANSWERED ON:10.12.2015
Congestion at Delhi Domestic Terminal
Vichare Shri Rajan Baburao

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received some complaints about the congestion at Delhi Airport"s Domestic Terminal (1D) during rush hours, if so, the details thereof;

(b) whether Government has formulated/proposes to formulate any plan for decongesting Delhi airport"s domestic terminal (1D); and

(c) if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a): Various news paper articles have appeared in the recent times indicating level of congestion at Terminal 1D of the IGI Airport, New Delhi resulting into rush and long queues at check in points and security counters, etc. during the peak hours.

(b) to (c): All the development works at the airport are undertaken in accordance with the Master Plan prepared by airport operator i.e. Delhi International Airport Limited (DIAL) and are linked to traffic triggers. However, Government of India has reviewed the present state of
infrastructure facilities available at Terminal 1D and directed DIAL to take necessary steps for de-congestion of the Terminal. DIAL has taken various steps for smooth operations at the Terminal during the peak hours viz. increase in the number of manned entry gates from 8 to 16,
additional number of check-in counters, provisioning of self-check-in kiosks, 4 additional XBIS machines for faster security checks, deployment of additional manpower for queue management etc.